

# FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5j

## Executive Summary

Period Ending 09/30/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	<b>Response Times</b>			
2.0	Response Time - High	90%	100%	0
2.1	Response Time - Medium	90%	100%	22
2.2	Response Time - Low	90%	100%	3
	<b>Resolution Times</b>			
2.3	Resolution Time - High (Complex)	90%	100%	0
2.4	Resolution Time -Medium (Complex)	90%	100%	25
2.5	Resolution Time - High (Simple)	90%	0%	
2.6	Resolution Time -Medium (Simple)	90%	0%	
	<b>Other Service Metrics</b>			
2.7	Resolution Quality	95%	100%	25
2.8	Work Estimate Accuracy	90%	0%	
2.9	Service Reporting Delivery	7	7	1
	<b>Help Desk Metric</b>			
3.0	Request Volume	100	25	25

## Monthly Highlights

- 1)Completed Oracle Discoverer and ADI software installation documentation.
- 2) Updated FMS security forms with current FMS Phase III Responsibilities.
- 3) Most of the activity of the Tier II Help Desk issues were related to access and CFO Processing.
- 4) Reviewed Change Request Log with Change Control Board, and closed completed items.
- 5) Completed FMS September Monthly Processing for closure of books.
- 6) Completed plan for FTP automation with FMS Operations manager and development team.
- 7) Completed Tracking Tool updates for expanding reporting and tracking.
- 8) Four weekly FMS / FFEL meetings held during this month.
- 9) Released CR 1.14 for internal FMS content.
- 10) Security Plans reviewed and system update started for all user and responsibilities.
- 11) Logged all FMS Help Desk calls from 09/01/01 thru 09/30/01.

(See Appendix A for detailed explanations of the Metrics.)